

Technology Requirements

PCCUA uses Blackboard as its Learning Management System (LMS) for all courses. This platform is critical to your learning experience, and is used for posting course materials, assignments, discussions, grades, and tracking attendance. However, the extent to which Blackboard is used may vary by course. Students should follow the instructions provided by their instructor regarding course-specific requirements and communication methods.

Student Technology Expectations

All students are expected to:

- Check Blackboard at least once each day for course announcements, updates, and deadlines. This is especially important during summer terms and accelerated 8-week courses.
- Maintain reliable access to a computer and internet connection capable of supporting Blackboard and other required course technologies.
- Address technical issues promptly and seek assistance as soon as problems arise.
- Contact the PCCUA IT Support Help Desk immediately if you experience difficulties accessing My Ridgenet or Blackboard.

Accessing My Ridgenet

1. Visit the PCCUA website at www.pccua.edu
2. Click the My RidgeNet link on the homepage.
3. Log into My RidgeNet using your PCCUA email and password.

Email Address Format:

first initial + last name + last four of WorkDay student id +@pccua.edu
(Example: jsmith1234@pccua.edu)

Password:

New Students: will receive an email to their personal email address with a link to set their password. It is important that students look at the email account that was used when applying for admission to the college. If you do not receive an email with a link to set up your password, you will need to enter a help desk ticket. A link to the help desk can be found on the PCCUA homepage in the top under IT Support.

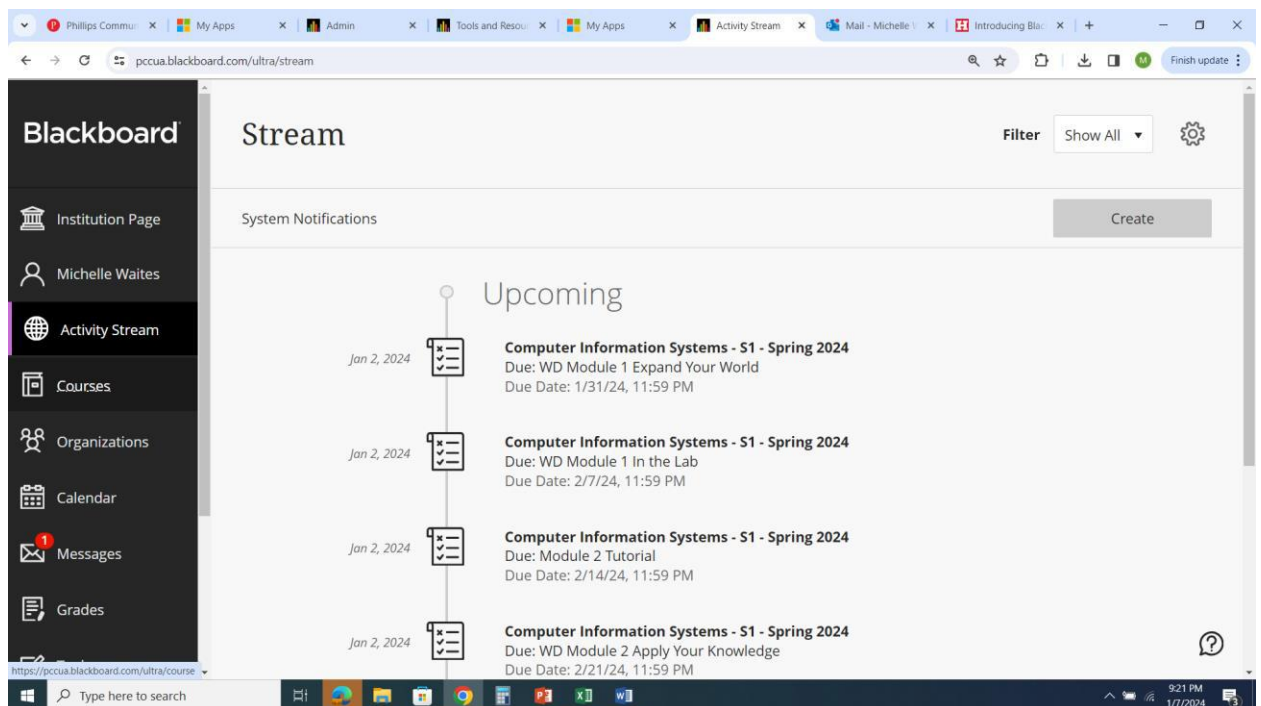
Returning Students: Students will use the password they entered when setting up their account. If password does not work, submit a Help Desk ticket to have IT assist you by resetting your password.

Note: The first time you log in, you will be prompted to set up multi-factor authentication. We suggest using the text option. After this is setup, each time you log into My RidgeNet, you will receive a confirmation code to the cell phone number you entered upon setup.

Accessing Blackboard

To access Blackboard, log in through your My RidgeNet account by following these steps:

1. Visit the PCCUA website at www.pccua.edu
2. Click the My RidgeNet link on the homepage.
3. Enter your PCCUA student email address. Your email address is your first initial, last name, and the last four digits of your student ID followed by @pccua.edu (example jsmith1234@pccua.edu).
4. Click the Blackboard icon to access your courses.



Need Help?

If you are unable to log in to your account:

1. Visit the PCCUA website at www.pccua.edu.
2. Click IT Support at the top of the page to submit a Help Desk ticket.
3. The Help Desk ticket should include a personal email address or phone number so staff can contact you regarding your issue.

If you do not know your student ID number, please contact the Admissions Office for assistance at admissions@pccua.edu.